GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:490
ANSWERED ON:27.02.2013
VIOLATION OF TRAI S GUIDELINES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Telecom Regulatory Authority of India (TRAI) has imposed fine on telecom service providers for violation of TRAI`s guidelines;

(b) if so, the details thereof along with the nature of violation, operator-wise;

(c) the amount collected from each of the service providers during the last three years and the current year, operator-wise;

(d) the details of amount spent by TRAI for various purposes for the benefit of subscribers during the said period; and

(e) the number of schemes formulated by the Government towards awareness and capacity building of subscribers in telecom sector?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) Yes Madam, TRAI has imposed financial disincentives on service providers for violation of the provisions of regulations.

(b) & (c) TRAI had imposed financial disincentives on various service providers for violation of the provisions of the regulations, as per the details given below:-

Year	Name of Service Provider	Amount of Penalty	Violation
2009-10	M/s Vodafone	Rs.15,000/-	Under Telecom Unsolicited Commercial Communications (UCC) Regulations, 2007 (4 of 2007) dated 5th June, 2007
	M/s Reliance	Rs.11,000/-	
	M/s Bharti	Rs.10,000/-	
	M/s Tata	Rs. 1,000/-	
	M/s Spice	Rs. 9,000/-	
	M/s BPL	Rs. 1,000/-	
	M/s MTNL	Rs. 1,000/-	
	M/s BSNL	Rs 1,000/-	
2010-11	Nil	Nil	Not applicable
2011-12	Nil	Nil	Not applicable
2012-13	M/s Bharti Airtel Ltd.	Rs.1,00,000/-	of the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2010 dated 1st December, 2010

(d) & (e) TRAI undertakes consumer awareness programs. The details of amount spent for various purposes for the benefit of subscribers during the last three and current year are given below :-

S. No.	Items	2009-10	2010-11	2011-12	Current Year (upto Jan 2013)
1.	Conducting Workshops/ Consumer Education Programmes and Publication of Consumer Handbooks / CDs	Rs.9,99,594	Rs.43,74,305	Rs.1,17,30,318	Rs.6,54,206

2. Publication of Key Performance Indicators in newspapers	Rs. 11,53,623	Rs.53,11,403	Rs.12,76,559	NIL
3. Publication of Information relating measures taken for curbing Unsolicited Commercial Communications	to NIL	NIL	Rs.2,55,11,674	NIL

Details of schemes formulated by TRAI for awareness and capacity building are as under:-

(i) Registration of Consumer Organizations with TRAI for enrolling more consumer organizations so as to widen the outreach to consumers through these organizations and also to enhance the effectiveness of interaction with these organizations.

(ii) Publication of consumer handbooks and CDs in the English, Hindi and regional languages.

(iii) Organization of Consumer Outreach Programmes.

(iv) Organization of Consumer Education Workshops by service providers, at least one workshop in each district in a quarter.

(v) Publication of quarterly Performance Indicator Reports, including quality of service performed by various service providers, for information of stakeholders through TRAI website.